

INTRODUCTION

INSTALLATION ACCESS RIGHTS REQUIREMENTS

In order to carry out the following steps it is necessary to have Local Administrator account access on the computer that the installation is being carried out on. This is the normal access right given to the owner of the computer. If you do not have the necessary access rights and RTW Hosting, Automate and/or Labtech is installed, then please contact Backbone Support:

- Telephone: +44 203 130 9400
- Email: Support@backbone.uk.com

To utilise the Microsoft Team apps, you will be required to enter your work Office 365 account details during the installation process.

Additionally, if your Office 365 has been configured to utilise multi-factor authentication, then you will require access to your mobile phone, or other multi-factor authentication validation tool, e.g. email account that you have configured as part of your multi-factor authentication setup.

IMPORTANT INFORMATION

Backbone will provide best endeavours support with respect to work applications that are installed on user's home computers. It should be noted that some home computers may not meet the operational requirements of certain applications. In which case Backbone will provide guidance as to any software version upgrade, etc., that may be required.

If a user's home internet connection is identified as being slow, or unreliable, then guidance will be provided as to how to minimise the impact of this limitation, e.g. carrying downloads out-of-hours.

Given the current situation, Backbone will do what it can to get you up and running. If the installation being carried out is on a home device Backbone cannot promise the installation will work, due to factors outside our control to resolve and/or limited available support time. Even if the installation works, Backbone cannot guarantee it will continue to work. Backbone will try to provide support and recommendations, as far as is possible, to help you keep working.

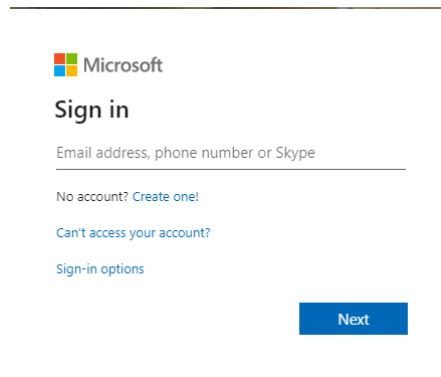
INSTALLATION STEPS

The following steps cover the installation of Microsoft Teams:

1. Open up a web browser on the computer that Microsoft Teams is to be installed on.
2. Enter the following web address in the browser.

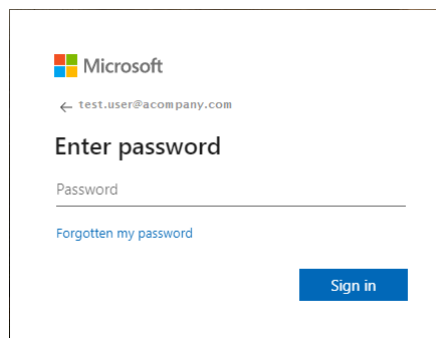
Teams.office.com

- When the 'Sign in' dialog box is displayed, like that shown below, enter your works email account details, e.g. test.user@acompany.com.



The image shows the Microsoft 'Sign in' dialog box. At the top is the Microsoft logo. Below it is the heading 'Sign in'. There is a text input field labeled 'Email address, phone number or Skype'. Below the input field are three links: 'No account? Create one!', 'Can't access your account?', and 'Sign-in options'. At the bottom right is a blue button labeled 'Next'.

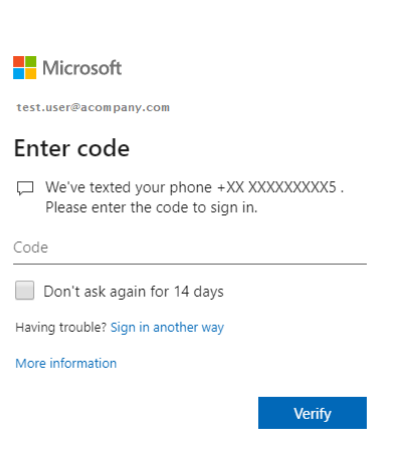
- Then select the **Next** button.
- Enter the accounts password in the 'Enter password' dialog box that is displayed.



The image shows the Microsoft 'Enter password' dialog box. At the top is the Microsoft logo. Below it is the email address 'test.user@acompany.com' with a back arrow. The heading is 'Enter password'. There is a text input field labeled 'Password'. Below the input field is a link 'Forgotten my password'. At the bottom right is a blue button labeled 'Sign in'.

- Then select the **Sign in** button.
- If multi-factor authentication is enabled for your Office 365 account, then the following 'Enter code' dialog box will be displayed.

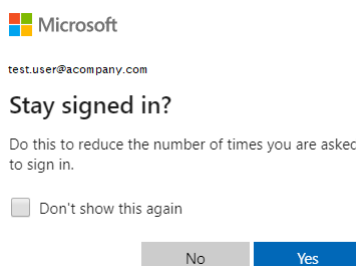
Note: If your Office 365 account does not have multi-factor authentication enabled, then continue from step 9, page 3.



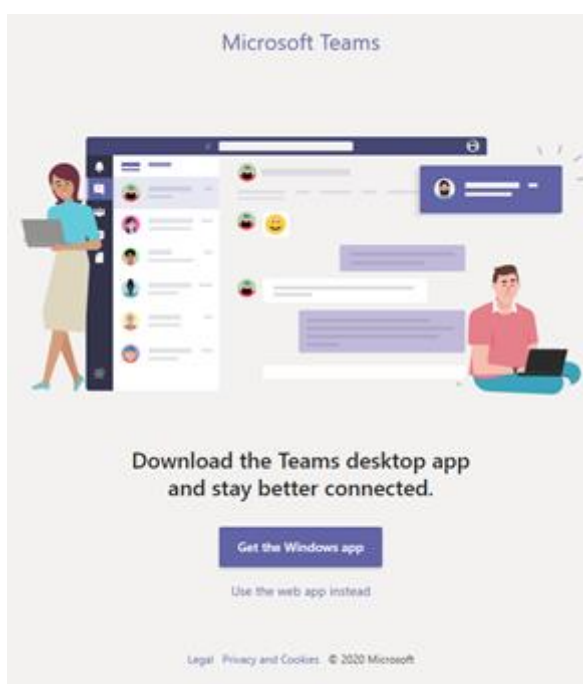
The image shows the Microsoft 'Enter code' dialog box. At the top is the Microsoft logo. Below it is the email address 'test.user@acompany.com'. The heading is 'Enter code'. There is a checkbox with the text 'We've texted your phone +XX XXXXXXXXXX5. Please enter the code to sign in.' Below this is a text input field labeled 'Code'. There is a checkbox labeled 'Don't ask again for 14 days'. Below this are two links: 'Having trouble? Sign in another way' and 'More information'. At the bottom right is a blue button labeled 'Verify'.

- Enter the requested code and then select the **Verify** button.

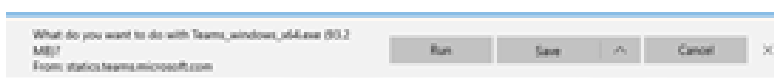
9. If the 'Stay signed in?' dialog box, shown below is displayed select the **Yes** button.



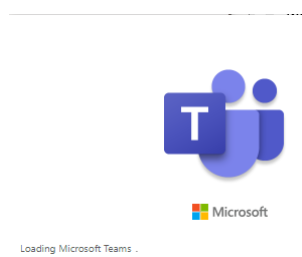
10. When the following screen is displayed select the **Get the Windows app** button.



11. Launch the Teams install process by selecting the tab displayed in the bottom left hand corner of the browser, or by selecting the **Run** button, depending on the browser being used, e.g.



12. The installation of Microsoft Team will then be instigated.
13. During the installation process the following screen may be displayed.



14. Once the Microsoft Teams installation is complete you will be given access to an active screen within Microsoft Teams.

This completed the Microsoft Teams installation

Note: As previously mentioned, whilst you are up and running Backbone cannot guarantee the reliability and/ or stability of service, given your home device is not an officially supported by Backbone.